

## Internal/External Competition

# Patient Experience and Healthcare Data Manager Grade VII (Permanent & Full Time)

Applications are invited for the above post from suitably qualified persons.

### Purpose of the Position:

The Patient Experience and Healthcare Data Manager is a key management post with responsibility for service user involvement, ensuring that service user involvement is at the core of the organisation's functions with continuous improvement initiatives. The Patient Experience and Healthcare Data Manager will represent the needs of stakeholder groups across the hospital and will coordinate the varying stakeholder interventions hospital wide and reporting on same.

The post holder will be responsible for establishing appropriate standards and key performance indicators, while providing high quality information and statistics on hospital wide performance and make recommendations to enable the NRH to develop strategies to improve the performance of service delivery to relevant stakeholders while complying with relevant legislation.

### REQUIREMENTS:

*The ideal candidate would possess the following qualifications & experience on the latest date for receiving completed application forms for the office:*

- Educated to degree level essential e.g. in Health Services Management / Business
- People Management Experience essential
- Experience in a Hospital setting / patient services function essential
- Sound working knowledge of computer packages to include: MS Word, Excel, Access, PowerPoint and PAS
- Excellent record keeping skills
- Excellent interpersonal skills essential
- Experience of negotiating and influencing change
- Experience of undertaking analysis of data and employing statistical techniques to produce high level reports
- Candidate must be a self-starter with the ability to work under pressure and on own initiative, to tight deadlines
- Excellent communication, interpersonal, organisational and team working skills.
- Excellent people management skills essential
- A high capacity for responsibility and individual initiative

*The appointment is full-time, permanent and in a pensionable capacity. Remuneration is in accordance with the salary scale approved by the Department of Health.*

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Applicants for the above post should submit a letter of application and curriculum vitae not later than **12:00 noon on Friday 1<sup>st</sup> July 2022** to Claire Camon, Human Resource Department or email [claire.camon@nrh.ie](mailto:claire.camon@nrh.ie) A job description for the above post is available on request from Claire Camon. For informal enquiries, please contact Ms. June Stanley, Deputy Chief Executive Officer by email [june.stanley@nrh.ie](mailto:june.stanley@nrh.ie)